


CHAPTER 7: PBP HELP

GENERAL HELP

The **General Help** provides context sensitive help along with step-by-step instructions on using and advancing through the PBP system. It is available from most screens and is accessed by selecting the General Help option under the Help menu item, clicking on the  toolbar button, or pressing the <F1> key.

VARIABLE HELP

Individual variable help is available by right mouse clicking anywhere within a variable's frame.

BENEFIT DESCRIPTIONS

To review a brief Medicare benefits description of a specific Service Category/Subcategory, right mouse click on the label <RIGHT CLICK HERE FOR DESCRIPTION OF BENEFIT> after selecting that Service Category for data entry. This label is located on the first tab, Base 1, of each Service Category/Subcategory. Note that this description is not official Medicare policy.

NOTE: This function is only available for Section B.

SERVICE CATEGORY/SUBCATEGORY DESCRIPTIONS

To review a **broad** definition of a specific Service Category/Subcategory, select a Service Category for data entry, B1-B19 and right mouse click on the tab or any sub tab.

NOTE: B19 will **not** be available if Plan Type is HMO, HMO/FFS, or HMO/M+C.

SB CROSSWALK

Selecting the SB Crosswalk option from the HELP menu on the PBP 2004 Management Screen will open the Summary of Benefits (SB) Crosswalk document. The Adobe Acrobat Reader software is required to read this document. The software is available for free from www.adobe.com. The SB Crosswalk provides a detailed explanation of how each SB sentence is derived from the PBP variables.

CONTACT INFORMATION

Select the **Contact Information** option from the HELP menu on the **PBP 2004 Management Screen**. The Contact Information screen displays, by category, where to direct questions and provides phone numbers and/or email addresses, along with individual names, if appropriate.

Below is a list of those contacts from the PBP 2004 Management Screen and some additional helpful contacts:

List of Contacts

ACRP User's Manual Kristin Finch	410-786-2873	kfinch@cms.hhs.gov
Adjusted Community Rate Frank Szefflinski	303-844-7119	ACR@cms.hhs.gov fszefflinski@cms.hhs.gov
APV Tool Jim O'Keiff	703-917-7236	jokeiff@lmi.org
Evidence of Coverage Wendy Burger	410-786-1566	wburger@cms.hhs.gov
HITS User ID Don Freeburger Neetu Jhagwani	410-786-4586 410-786-2548	dfreeburger@cms.hhs.gov njhagwani@cms.hhs.gov
HPMS Tim Hoogerwerf Lori Robinson	410-786-9962 410-786-1826	HPMS@cms.hhs.gov thoogerwerf@cms.hhs.gov lrobinson1@cms.hhs.gov
HPMS Technical Help Desk	1-800-220-2028	hpms@nerdvana.fu.com
MDCN Network	1-800-908-2069	
Medicare Personal Plan Finder Valerie Hartz	410-786-6013	vhartz@cms.hhs.gov
Plan Benefit Package Jermaine Staggers Erik Thorne	410-786-1958 410-786-3694	PBP2004@cms.hhs.gov jstaggers@cms.hhs.gov ethorne@cms.hhs.gov
Summary of Benefits Camille Brown	410-786-0274	SB2004@cms.hhs.gov cbrown6@cms.hhs.gov